

Critical Information Summary

Southern Value Mobile Plans

Monthly Fee 24 month plan	Talk & Text	Mobile Data	DATA BOOST	Minimum cost over 24 months
\$20	\$100	200MB	Included	\$480
\$25	\$200	500MB	Included	\$600
\$35	\$400	1GB 2GB	Included	\$840
\$45	\$600	1.5GB 2.5GB	Included	\$1080
\$55	\$800	2GB 3GB	Included	\$1320
\$65	Unlimited	3GB	Included	\$1560

This summary provides you with important information about these plans

Information about the service

This is a post paid mobile voice service using the Optus 3G mobile network.

Bundling

You don't have to bundle to have this service.

Handsets

You have the option of taking a handset on a 24 month plan.

Minimum Term

If you take a handset, a 24 month contract applies. Otherwise there is no minimum term.

Your Plan Credit Inclusions

Your credit is for use in Australia for:

- ✓ Calls to Australian landlines and mobiles
- ✓ Calls to 13 and 1800 numbers
- ✓ Voicemail
- ✓ SMS and MMS to Australian numbers
- ✓ Data as indicated in table above
- ✓ 1GB Bonus Data expires at the end of a 24 month contract

Plan Exclusions

Your credit does not include international calls, text and calls to premium numbers, directory assistance, calls to satellite phones, calls made and received while you're overseas and all other services not specified as being included in the monthly credit.

Free SMS Alerts

We will send you free SMS alerts to notify you when you reach 50%, 85% and 100% of your monthly call credit and data allowance. There may be a delay of up to 48 hours with these SMS alerts.

Changing Your Plan

You can upgrade to a plan with more call credit at any time. Your unused credit expires each month.

If you have a handset under contract with Southern Phone and would like to change to a lower monthly plan fee (e.g., from \$35 per month to \$25 per month) this is possible, however handset repayments will increase to the level specified for the new plan.

Unlimited Calls

Fair use policy applies to Unlimited Calls, for full details about our policy see southernphone.com.au/policies

Information about pricing

The minimum charge is shown in the table above. If you use more than your data allowance or more than the monthly call credit or use your mobile for services not included in the credit you'll have to pay more than the minimum charge

Early Contract Termination Fee

The exit fee is calculated as the Early Termination Fee (ETF) x the number of months remaining on your contract. On the \$20, \$25 and \$35 plans the ETF is \$19 per month. On the \$45 and \$55 plans the ETF is \$29 per month. On the \$65 plan the ETF is \$39 per month. Any outstanding handset payments are to be added to the exit fee.

What it costs for some basic use on this plan

- A 2 minute standard call is \$2.38
- SMS 25 cents

- Mobile data in excess of the plan allowance costs \$10 per 1GB up to 3GB and then 5 cents per MB with a minimum charge of 25 cents

If you restricted your use solely to standard national calls each of 2 minutes duration you could make the following calls.

Monthly Plan	No. of Calls	Monthly Plan	No. of Calls
\$20	42	\$45	252
\$25	84	\$55	336
\$35	168	\$65	Unlimited

Call Charges

These are the main charges used to calculate your usage for your Monthly Call Credit. If you go over your credit, the following charges apply:

- Calls to mobile and fixed phones 99 cents a minute plus a 40 cent connection fee
- SMS 25 cents (up to 160 characters)
- Voicemail deposit 15 cents a minute
- Voicemail retrieval 30 cents a minute
- MMS 77 cents, Video MMS 99 cents
- Mobile data in excess of the plan allowance costs \$10 per 1GB up to 3GB and then 5 cents per MB with a minimum charge of 25 cents
- For international call rates please go to our website

Information about pricing (cont...)

Other Charges

The SIM replacement fee is \$20. An \$8 port out charge is applied if you disconnect or transfer your mobile service.

Data Boost

If you use more than your included data during your billing month we'll automatically boost your limit by another 1GB for \$10. Each time you use all of your data inclusion we'll give you another 1GB for \$10, up to a maximum of 3GB additional on one account per month. You will then be charged for casual data at the rate of 5 cents per MB, with a minimum charge of 25 cents. Your service may then be restricted. Extra data will expire at the end of your billing month. At the end of your billing month you'll automatically be moved back to your plan's original inclusions and charges.

Billing

Email billing is free. There is a \$2.20 charge to print and post a paper bill. We waive this charge if you have more than one service with us.

Your service is invoiced on the same date each month. The monthly plan fee is charged in advance. Your first invoice will be for more than the monthly plan fee because it will include the plan fee for the days between service activation and your first invoice date plus the plan fee for the next full month.

Other Information

Obtaining Call and Data Use Information

To access information about your expenditure and data usage, please log into your account at southernphone.com.au

Get the most out of your mobile data

- Use WiFi wherever possible
- Turn off apps that update automatically
- Manage your data usage via Southern Phone SMS data alerts
- Sharing your internet connection via tethering is not recommended. This may lead to additional data charges once the existing data credit has been used.

Using your Mobile Overseas

International Roaming (making & receiving calls overseas) is excluded from your call credit. These calls are very expensive and outside our control. To use your service overseas, you must first have international roaming activated by calling us on 13 14 64. Seven days notice is required.

We strongly recommend you do not use International Roaming but buy a local SIM card when you arrive at your destination.

Customer Service

For customer service please call us on 13 14 64.

Dispute Resolution

If you have a problem or complaint about your service please call us on 13 14 64. If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit tio.com.au/about-us/contact-us

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit southernphone.com.au